

**BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM
MADHYA GUJARAT VIJ CO LIMITED
CORPORATE OFFICE, 5TH FLOOR SP VIDYUT BHAVAN,
RACECOURSE, VADODARA 390 007**

Subject	Consumer Grievances Complaint No.MG-III-95-2013.14
Complainant	Sakabhai Somabhai Parmar, Manabhai Zalabhai Nayka & Others at Jangal na Simadavalu Faliya, Village :Vadbhet, Tal: Devgadha Baria
Respondent	Shri Y M Ginia, Deputy Engineer, Devgadha Baria s/dn of MGVCL.
Date of hearing	18.10.2013 at Godhra & 15.11.2013 at Vadodara

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Harsha S Chauhan, Vadodara
Technical Member	Medha M Marathe, MGVCL

The complaint dated 26.09.2013 (received on 01.10.13) regarding low voltage problem.

On 18.10.2013, 15.11.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Sakabhai Somabhai Parmar & others appeared on behalf of villagers of village Vadbhet, Tal: Devgadha Baria, whereas Shri Y M Ginia, Deputy Engineer, Devgadha Baria s/dn appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are :

1. Low voltage problem in Jangal na Simadavalu Faliya, of Village :Vadbhet, Tal: Devgadha Baria.
2. The Transformer Center (TC) is about 1½ Km away and consumers are more on this vij supply line [about 109 nos].
3. Due to very low voltage, it is difficult in evening and night period for cooking, children study and to protect theft of their property.
4. Applicants have requested to allot new TC to their area.

The representatives of the villagers contended that they are getting very low voltage so lights are not effectively working and very difficult for their children to study, evening cooking and increase of theft cases. Requested the forum to resolve their low voltage problem.

The respondent Shri Y M Ginia, contended that existing TC is of 25 KVA. The said Faliya is a Petapara of village Vadbhet and length of LT line from TC is more. He

also confirmed low voltage in the complainant's area and action being taken to resolve the issue.

The Forum Members present at the hearing considered contention of both the parties and perused the records. It is observed that the TC is loaded on two phases only (old scheme before JGY). The transformer capacity is adequate considering contracted load so third phase can be used for the low voltage area with balancing of TC load. In second option, HVDC with adequate low capacity TC can be allotted to the low voltage area consumers.

In view of the above discussion, the Forum is of the opinion that the MGVCL should take prompt actions to cater quality power to the consumers by verifying technical feasibility and system improvement measures.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to take immediate action to resolve low voltage problem being faced by the consumers of Jangal na Simadavalu Faliya, Village: Vadbhet, Tal: Devgadhi Baria and report the action taken to the Forum within fifteen (15) days.

(Medha M Marathe)
Technical Member

(Harsha S Chauhan)
Independent Member

(P J Patel)
Chairperson

PS :

If the complainant is not satisfied with the order of this Forum, the complainant may approach The Staff Officer, Office of the Electricity Ombudsman, Gujarat Electricity Regulatory Commission, Barrack No.3, Polytechnic Compound, Ambawadi, Ahmedabad 380 015 in accordance with Chapter-5, Clause No.13 of GERC Notification No.4 of 2005.

Procedure to make representations before Ombudsman***

1. Representation should be in writing duly signed by the complainant with his name and address.
2. Representation should be supported with affidavit.
3. True copy of order of Forum and original complaint made before Forum should be attached. Enclosed documents should be certified copies of the original documents.
4. The representation before Ombudsman should be submitted within 30 days from the date of order of Forum.
5. Copy of representation should be submitted at the office of Ombudsman. Copy of representation should be submitted to all respondents.
6. If the complainant is required to pay any amount according to the order of Forum, one-third of such amount should be deposited by complainant and proofs should be attached along with the representation.
7. The matter should not be pending before the competent Forum or any other court, tribunal, arbitrator or any other authority.
8. All representations should be with a sufficient cause, reasonable diligence causing the consumer prima facie loss and damages / inconvenience.
9. Representation may be submitted in English or Gujarati language

*** <http://www.gercin.org/docs/Cosumer%20Grievances/Procedure/Procedure.pdf>